

Rainbow CTI & Media Bridge(PANASONIC)-INSTALLATION

GUIDE

Rainbow CTI & Media Bridge



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Table of Contents

1	Document History	4
2	Introduction	5
3	Pre Requisites	6
	3.1 IIS & .NET Framework Configurations for Windows 10	6
	3.2 IIS & .NET Framework Configurations for Windows Server 2012, 2016 & 2019	25
4	Rainbow CTI & Media Bridge Installation	56
5	Verification Procedure	70
6	Rainbow CTI & Media Bridge Interface	71

1 Document History

Edition	Date	Changes / Comments / Details
01	18/11/2021	Initial Installation Guide created



2 Introduction

Rainbow CTI & Media Bridge works with a number of telephone systems e.g. Cisco Call Manager, Asterisk, NEC 3C etc. This document describes the installation of Rainbow CTI and Media Bridge for Panasonic.

Rainbow CTI & Media Bridge application is installed on a local machine in customer premises. It connects with Rainbow Server to push the list of extensions so that they can be associated to Rainbow Users for CTI and VOIP calling, and it also interacts with third-party telephone systems to monitor those extensions for signaling information and call controls.

This document will take you step by step through the installation process. Everything is explained in detail to get hold of the understanding of the solutions architecture.

Note: Red Boxes and Arrows indicate the functional areas on every screen or window.



3 Pre Requisites

Following configurations have to be made in the IIS configurations as pre-requisites on the machine before proceeding with Rainbow CTI & Media Bridge installation.

Following configurations have to be done for all applicable version of Windows i.e. Windows 10 and Windows Server 2012, 2016 & 2019.

IMPORTANT: When installing the Rainbow CTI & Media Bridge, you must be logged in as a Local Administrator. Failing to do this may prevent that application from being installed correctly.

3.1 IIS & .NET Framework Configurations for Windows 10

Please perform following configurations of IIS & .NET Framework on a machine that is operating on Windows 10 OS prior to installation of Rainbow CTI & Media Bridge on it.

1. Click on Start Icon 🖽 and open Control Panel as displayed below:



2. Select **Programs and Features** as highlighted below:



🔯 All Control Panel Items				-
$\leftarrow \rightarrow \checkmark \uparrow$ 🛛 > Control Panel	> All Control Panel Items >			5 v
Adjust your computer's setting	js			View by: Large icons 🔻
Administrative Tools	AutoPlay	Backup and Restore (Windows 7)	RitLocker Drive Encryption	🛃 Color Management
Credential Manager	Date and Time	Default Programs	🧈 Device Manager	Devices and Printers
Ease of Access Center	File Explorer Options	File History	Flash Player (32-bit)	Fonts
lndexing Options	Intel(R) Graphics and Media	Internet Options	Keyboard	Mail (Microsoft Outlook 2016)
🥏 Mouse	Network and Sharing Center	Phone and Modem	Power Options	Programs and Features
Recovery	Region	RemoteApp and Desktop Connections	Security and Maintenance	Sound
Speech Recognition	Storage Spaces	Sync Center	System	Taskbar and Navigation
Troubleshooting	User Accounts	Windows Defender Firewall	Windows Mobility Center	Work Folders

3. Click on Turn Windows features on or off option in the left hand menu as highlighted below:

0	Programs and Features		
~	→ * ↑ I > Control Pa	anel > All Control Panel Items > Programs and Feature	5
	Control Panel Home	Uninstall or change a program	
_	View installed updates	To uninstall a program, select it from the list and the	en cli
•	Turn Windows features on or		
	off	Organize 🔻	
	Install a program from the network	Name	1
		🚴 Adobe Acrobat Reader DC	
		🖳 Advanced IP Scanner 2.5	1
		🗠 AnyDesk	1
		🗑 Bitvise SSH Client 8.44 (remove only)	1
		🚍 Cisco IP Communicator	1

4. You need to turn on a Windows feature by checking the boxes next to those features. Expand .NET Framework 3.5 (includes .NET 2.0 and 3.0) by clicking on
icon next to it as displayed below:



5. Check the boxes next to both options displayed below .NET Framework 3.5 (includes .NET 2.0 and 3.0) as shown:

🔄 Windows Features — [x c
Turn Windows features on or off	?
To turn a feature on, select its check box. To turn a feature off, clear its chec filled box means that only part of the feature is turned on.	k box. A
.NET Framework 3.5 (includes .NET 2.0 and 3.0) Windows Communication Foundation HTTP Activation	^
Windows Communication Foundation Non-HTTP Activation	
Active Directory Lightweight Directory Services	
Data Center Bridging	
E Device Lockdown	
□ □ Guarded Host	
Internet Explorer 11	
Internet Information Services Inter	~
ОК	Cancel

6. Expand Internet Information Services (IIS) as displayed below:



7. From the expanded options displayed expand **Web Management Tools.** Now check the boxes next to **IIS Management Console, IIS Management Scripts and Tools** and **IIS Management Service** options as shown below:



8. Expand IIS 6 Management Compatibility and check all the boxes next to the features listed under IIS 6 Management Compatibility as shown below:



9. Close expanded menu of Web Management Tools by clicking on the \Box icon displayed next to it and expand Application Development Features option. Check all the boxes next to the features listed in the menu except for CGI and WebSocket Protocol as shown below:





10. Now expand **Common HTTP Features** option. Check all the boxes next to the features listed in the menu except for **HTTP Redirection** and **WebDAV Publishing** as shown below:



11. Now expand **Health and Diagnostics** option. Following options are displayed:



Check the boxes next to HTTP Logging and Request Monitor options as shown below:





12. Now expand **Performance Features** option. Check the box next to **Static Content Compression** option as shown below:

🕎 Windows Features	_		×
Turn Windows features on or off			?
To turn a feature on, select its check box. To turn a featur filled box means that only part of the feature is turned or	e off, clear its o n.	heck bo	с . А
			^
	pre		
			~
	ОК	Can	cel

13. Now expand **Security** option. Check the box next to **Basic Authentication**, **Request Filtering** and **Window Authentication** options as shown below:



14. Now expand **Windows Process Activation Service** option. Check the boxes next to all 3 displayed options as shown below. Once you have made all the above configurations, click on the OK button highlighted below:





× ← 🛐 Windows Features Searching for required files Cancel \times Windows Features Applying changes Cancel

A new window will be displayed once you press OK button as shown below:

Note: When the above progress window disappears, please restart your computer. This will ensure that the new configuration can take effect.

15. Now go back to the **Control Panel** and select **Administrative Tools** as highlighted below:

00	→ 📴 ト Control Panel ト All Contro	l Panel I	tems 🕨						▼ 🍫 Search Control Panel
Adjus	st your computer's settings								View by: Large icons 👻
Α	2050 IP Softphone (32-bit)	p	Action Center	÷	Administrative Tools		AutoPlay	٠	Backup and Restore
1	Color Management	8	Credential Manager	P	Date and Time	۲	Default Programs		Desktop Gadgets
	Device Manager	-	Devices and Printers		Display	٩	Ease of Access Center	F	Folder Options
A	Fonts		Getting Started	•	HomeGroup	J	IDT Audio Control Panel		Indexing Options
	Intel(R) Graphics and Media	e	Internet Options	(i)	Java (32-bit)	۹	Keyboard		Location and Other Sensors
٩	Mail (32-bit)	Ĩ	Mouse		Network and Sharing Center		Notification Area Icons	<u>@</u>	NVIDIA Control Panel
<u> </u>	Performance Information and Tools	K	Personalization	٩	Phone and Modem	٢	Power Options	ā	Programs and Features
Ľ	Recovery	٩	Region and Language	-	RemoteApp and Desktop Connections	9	Sound	Ģ	Speech Recognition
۲	Sync Center		System		Taskbar and Start Menu	A	Troubleshooting	<u>8</u>	User Accounts
2	Windows Anytime Upgrade	2	Windows CardSpace	H	Windows Defender	1	Windows Firewall	4	Windows Mobility Center
2	Windows Update								

16. Select Local Security Policy as highlighted below:

Name	Date modified	Туре	Size
訡 Component Services	07/12/2019 2:09 pm	Shortcut	2 KB
扫 Computer Management	07/12/2019 2:09 pm	Shortcut	2 KB
🎦 Defragment and Optimize Drives	07/12/2019 2:09 pm	Shortcut	2 KB
🔚 Disk Cleanup	07/12/2019 2:09 pm	Shortcut	2 KB
🔠 Event Viewer	07/12/2019 2:09 pm	Shortcut	2 KB
🗊 Internet Information Services (IIS) 6.0 Ma	07/12/2019 2:10 pm	Shortcut	2 KB
鶢 Internet Information Services (IIS) Manager	07/12/2019 2:10 pm	Shortcut	2 KB
👧 iSCSI Initiator	07/12/2019 2:09 pm	Shortcut	2 KB
🚠 Local Security Policy	07/12/2019 2:10 pm	Shortcut	2 KB
Ricrosoft .NET Framework 1.1 Configura	28/07/2020 2:21 pm	Shortcut	2 KB
Microsoft .NET Framework 1.1 Wizards	28/07/2020 2:21 pm	Shortcut	2 KB
📷 ODBC Data Sources (32-bit)	07/12/2019 2:10 pm	Shortcut	2 KB
📷 ODBC Data Sources (64-bit)	07/12/2019 2:09 pm	Shortcut	2 KB
🔊 Performance Monitor	07/12/2019 2:09 pm	Shortcut	2 KB
汩 Print Management	07/12/2019 2:46 am	Shortcut	2 KB
📧 Recovery Drive	07/12/2019 2:09 pm	Shortcut	2 KB
🚏 Registry Editor	07/12/2019 2:09 pm	Shortcut	2 KB
🔊 Resource Monitor	07/12/2019 2:09 pm	Shortcut	2 KB

17. Double Click on Local Policies option in the left menu and following options will be displayed:





18. Double click on **User Rights Assignment** option from the displayed menu as highlighted below and the right hand screen will display a list of rights as shown below:

Local Security Policy			x
File Action View Help			
🗢 🔿 🞽 📰 🗙 🗟 🖬			
 Security Settings Security Settings Coal Policies Local Policies Local Policy User Rights Assignment Security Options Windows Firewall with Advanced Security Options Public Key Policies Public Key Policies Software Restriction Policies Application Control Policies Security Policies on Local Compute Advanced Audit Policy Configuration 	Policy Image: Access Credential Manager as a trusted caller Image: Access this computer from the network Image: Access the access to this computer from the network	Security Setting Everyone,Administrators Guest,Administrators,Us Administrators,Backup Everyone,LOCAL SERVIC LOCAL SERVICE,Admini LOCAL SERVICE,Admini Administrators LOCAL SERVICE,NETWO Administrators Administrators Administrators Guest	
< Þ	Joeny log on as a batch Job Deny log on as a service Deny log on locally Deny log on through Remote Desktop Services Deny log on through Remote Desktop Services	Guest	Ŧ
	Limit Enable computer and user accounts to be trusted for delega		



19. Now go to the right hand side panel, double click on the command Log on as a service, as shown below:

Local Security Policy			x
File Action View Help			
🗢 🔿 🞽 🖬 🗶 🖬 📩			
 Security Settings Account Policies Local Policies Audit Policy User Rights Assignment Security Options Windows Firewall with Advanced Security Network List Manager Policies Public Key Policies 	Policy Caracterization in memory Caracterization Policy Caracterization Policy Caracterization Policy Polic	Administrators LOCAL SERVICE,NETWO LOCAL SERVICE,NETWO USers Administrators Administrators	*
 Software Restriction Policies Application Control Policies IP Security Policies on Local Compute Advanced Audit Policy Configuration 	 Lock pages in memory Log on as a batch job Log on as a service Manage auditing and security log Modify an object label Modify firmware environment values Perform volume maintenance tasks Profile single process Profile system performance Remove computer from docking station Replace a process level token Restore files and directories Shut down the system Synchronize directory service data Take ownership of files or other objects 	Administrators,Backup NETWORK SERVICE,SQL Administrators Administrators Administrators Administrators Administrators,NT SERVI Administrators,Users LOCAL SERVICE,NETWO Administrators,Backup Administrators,Users,Ba	Е
< III >>			-

20. Click on Add User or Group, as shown below:

Log on as a service Properties	?	×
Local Security Setting Explain		
Log on as a service		
*S-1-5-21-701814442-4272699955-3851783055-500 ASPNET IIS APPPOOL\NET v2.0 IIS APPPOOL\NET v2.0 Classic IIS APPPOOL\NET v4.5 IIS APPPOOL\NET v4.5 Classic IIS APPPOOL\Classic .NET AppPool IIS APPPOOL\DefaultAppPool IIS APPPOOL\DefaultAppPool NETWORK SERVICE NT SERVICE\ALL SERVICES NT SERVICE\SQLAgent\$SQLEXPRESS NT SERVICE\SQLAgent\$SQLEXPRESS SOL Service2005SOL Provided Inst DESUTOR 2050DH0		
Add User or Group Remove		
OK Cancel	Ap	oply

21. To add a New User, click on the highlighted button Advanced.

v principals Object Types
colors these
Locations
Chaole Momoo
Cieck Names

22. To display the list of users, click on the highlighted button Find Now as highlighted below:



Select Users o	r Groups		>
Select this obie	ect type:		
Users or Built-i	n security principals	s	Object Types
From this locati	on:		
AQEEL-TEST	ING		Locations
Common Que	ries		
Name:	Starts with $~\sim~$		Columns
Description:	Starts with \sim		Find Now
Disabled	accounts		Stop
Non exp	iring password		
Days since	last logon:	\sim	<i>~</i>
Search results:			OK Cancel
lame	In Folder		

A list of users is displayed in the lower section Select the **Administrator** and click **OK** as shown below:



Select this object type:				
Users, Service Accounts,	Groups, or Built-in security	principals	Object Ty	Des
From this is entire :				
rrom this location:				
grossonware.oca			Location	15
Common Queries				
Name: Starts wit	h 💌			Columns
Description: Starts wit	h 👻			Find Now
Disabled accounts				Stop
Non emiting passwo	uvi			
C the company hopeway	A 44			
passing passing				<u></u>
Days since last logon:				/ /
Days since last logon:				9 9
Days since last logon:				9 9
Days since last logon:	ν μ 	[ОК	Sincel
Days since last logon: Search results: Name (RDN)	E-Mail Address	Description	OK In Folder	Cancel
Days since last logon: Search results: Jame (RDN)	E-Mail Address	Description	OK In Folder	Sancel ,
Days since last logon: Search results: Jame (RDN)	E-Mail Address	Description	OK In Folder	Cancel
Days since last logon: Search results: Jame (RDN)	E-Mail Address	Description	OK In Folder	Cancel
Days since last logon: Search results: Name (RDN)	E-Mail Address	Description	OK In Folder	Cancel
Days since last logon: Search results: Name (RDN)	E-Mail Address	Description	OK In Folder	Cancel
Days since last logon: Search results: Name (RDN)	E-Mail Address	Description	OK In Folder	Cancel
Search results: Name (RDN)	E-Mail Address	Description	OK In Folder	Cancel
Search results: Name (RDN)	E-Mail Address	Description	OK In Folder	Cancel

- 23. The User has now been selected so click OK to finish the process.
- 24. The user is shown below, under Local Security Settings section. Now click OK, as shown below.

Log on as a service Properties	?	×
Local Security Setting Explain		
Log on as a service		
"S-1-5-21-701814442-4272699955-3851783055-500 AGEEL-TESTING\Administrator ASPNET IIS APPPOOL\NET v2.0 Classic IIS APPPOOL\NET v2.0 Classic IIS APPPOOL\NET v4.5 IIS APPPOOL\NET v4.5 IIS APPPOOL\NET v4.5 Classic IIS APPPOOL\NET v4.5 Classic IIS APPPOOL\NET v4.5 Classic IIS APPPOOL\NET v4.5 IIS APPPOOL\NET v4.5 IIS APPPOOL\NET v5.5 IIS APPPOOL\DefaultAppPool IIS APPPOOL\DefaultAppPool NETWORK SERVICE NT SERVICE\ALL SERVICES NT SERVICE\ALL SERVICES NT SERVICE\SCIL Acattécol EXPRESS	~	
Add User or Group Remove		
OK Cancel	Ap	ply



25. Close the Local Security Policy window, and also close the Administrative Tools window.

26. Go to the **Control Panel** select **Administrative Tools** and double click on the **Internet Information Services (IIS) Manager** window as shown below:

All Control Panel Items	>	Administrative Tools	
		realized and the realized and the second	

Name	Date modified	Туре	Size
P Component Services	07/12/2019 2:09 pm	Shortcut	2 KB
扫 Computer Management	07/12/2019 2:09 pm	Shortcut	2 KB
🎦 Defragment and Optimize Drives	07/12/2019 2:09 pm	Shortcut	2 KB
🔚 Disk Cleanup	07/12/2019 2:09 pm	Shortcut	2 KB
🧾 Event Viewer	07/12/2019 2:09 pm	Shortcut	2 KB
🗊 Internet Information Services (IIS) 6.0 Manager	07/12/2019 2:10 pm	Shortcut	2 KB
👫 Internet Information Services (IIS) Manager	07/12/2019 2:10 pm	Shortcut	2 KB
😥 iSCSI Initiator	07/12/2019 2:09 pm	Shortcut	2 KB
here a contract and the second	07/12/2019 2:10 pm	Shortcut	2 KB
Microsoft .NET Framework 1.1 Configuration	28/07/2020 2:21 pm	Shortcut	2 KB
Microsoft .NET Framework 1.1 Wizards	28/07/2020 2:21 pm	Shortcut	2 KB
📷 ODBC Data Sources (32-bit)	07/12/2019 2:10 pm	Shortcut	2 KB
📷 ODBC Data Sources (64-bit)	07/12/2019 2:09 pm	Shortcut	2 KB
Performance Monitor	07/12/2019 2:09 pm	Shortcut	2 KB
🕞 Print Management	07/12/2019 2:46 am	Shortcut	2 KB
📧 Recovery Drive	07/12/2019 2:09 pm	Shortcut	2 KB
📑 Registry Editor	07/12/2019 2:09 pm	Shortcut	2 KB
Resource Monitor	07/12/2019 2:09 pm	Shortcut	2 KB
🔗 Services	07/12/2019 2:09 pm	Shortcut	2 KB
🔛 System Configuration	07/12/2019 2:09 pm	Shortcut	2 KB
👰 System Information	07/12/2019 2:09 pm	Shortcut	2 KB
🛞 Task Scheduler	07/12/2019 2:09 pm	Shortcut	2 KB
-			

27. Now expand **PC name** from the left hand panel and select **Application Pools**, in the left hand side panel, as shown below:

File View Help Connections Application Pools Application Pools Application Pools This page lets you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or Applications, and provide isolation among different applications. There is page lets you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or Name Status NET CLRV. Managed PipeL. Identity ApplicationPoolL. NET v2.0 Exsite ApplicationPoolL. Cassic ApplicationPoolL. Cassic ApplicationPoolL. Cassic ApplicationPoolL. Cassic ApplicationPoolL. D DefaultAppPool Started V2.0 Classic ApplicationPoolL. D DefaultAppPool Started V2.0 Classic ApplicationPoolL. D Cassic ApplicationPoolL. D Cassic Applic	 AQEEL-TESTING Application Pool 	s							🖅 🖂 🟠 🚺
Connections Application Pools Application Pools Action Application, and provide isolation among different application, soft provide isolation among different application. This page lets, you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more application, and provide isolation among different application. This page lets, you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more application, and provide isolation among different application. This page lets, you view and manage the list of application pools. This page lets, you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more application. This page lets, you view and manage the list of application pools. This page lets, you view and manage the list of application pools on the server. Application pools are associated with worker processes, contain one or more application. There there the the the there the the the there the the the there the there the the there the the there the there the there the there the there the there the the there there the there the there there the there the there t	File View Help								
	File View Help onnections ACEEL-TESTING (AQEEL-TESTING\Administrator) Application Pools > Sites	Applicat This page lets you vies more applications, and Filter: Name NET V2.0 On NET V2.0 NET V2.0 NET V4.5 Classic Classic .NET Ap DefaultAppPool	ion Poo w and manay d provide iso v with the second started Started Started Started Started Started Started Started	IS ge the list of a palation among Merror of the second second Merror of the second second second v2.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0	plication pools on different applicatio w All Group by: Managed Pipel Integrated Classic Integrated Classic Classic Integrated	the server. Application ns. No Grouping Identity ApplicationPoold ApplicationPoold ApplicationPoold ApplicationPoold	pools are associate Applications 0 0 0 0 16	d with worker processes, contain one or	Actions Add Application Pool Set Application Pool Defaul Help

28. The **Applications Pools** pane appears in the central pane. Click on **DefaultAppPool** as highlighted below:

🍓 Internet Information Services (IIS) Manager								- 0	×
← → ② → AQEEL-TESTING → Application Pool	bls							😰 🔤 🟠	• 🕥 •
File View Help									
File View Help Connections Image: Connection State of the state	Applicat This page lets you view more applications, an Filter: Name NRT V2.0 NRT V2.0 Classic NRT V4.5 Classic Classic NRT App. DefaultAppPool	ion Poo w and manay d provide ics Started Started Started Started Started Started Started	S ge the list of a gamma mong Go ← € Sho .NET CLR V v2.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4.0 v4	pplication pools on different application w All Group by: Managed Pipel Integrated Classic Classic Classic Integrated	the server. Application ns. No Grouping Identity ApplicationPoolid ApplicationPoolid ApplicationPoolid ApplicationPoolid	pools are associated Applications 0 0 0 0 16	d with worker processes, contain one or	Actions Image: Start Application Pool Do Set Application Pool Do Application Pool Tasks Image: Start Image: St	faults
Ready	The reaction of the second sec	oncent view							•

30. Now go to the **Actions** panel on the right hand side, and click on **Advanced Settings**, as shown below:

Internet formation Services (is) Manager	Detern								
Accel tESTING Accel tESTING Addministrator Accel testing	Internet Information Services (IIS) Manager								- 0 X
iie View Help AACEL-TSTING/Administration Application Pools Application Pools Application Pools Stes Application Pools Stes Application Pools Net v20 Net v20 Net v20 Net v20 Net v20 Net v20 Stated	← → QEEL-TESTING ► Application Pools	s							<u>₩</u> ∞ 🖬 🕑
Accel. TESTING (ACCEL. TESTING (AC	File View Help								
	File View Help onnections ACCEL-TESTING(AQEEL-TESTING\Administrator) Application Pools AGE Sites	Applicat This page lets you view more applications, an Filter: Name Metry V20 Classic Metry V20 Classi	ion Pocc v and mana Status Stated Stated Stated Stated Stated Stated	IS ge the list of ap lation among .NET CLR V v2.0 v4.0 v4.0 v4.0 v4.0 v4.0	plication pools on different application w All Group by: Managed Pipel Integrated Classic Classic Integrated Classic Integrated	the server. Application ns. No Grouping Identity ApplicationPoold ApplicationPoold ApplicationPoold ApplicationPoold	pools are associated Applications 0 0 0 0 16	d with worker processes, contain one or	Actions Set Application Pool Set Application Pool Default: Application Pool Tasks Start Start Start Recycle Edit Application Pool Basic Settings Recycling Advanced Settings Rename Rename Rename View Applications Pool Help
Features View		Features View	Content Viev	v					

Following screen is displayed when you click on **Advanced Settings**. In **Advanced Settings**, if the **General** option is closed, with a + sign beside it, click on + sign to open and expand it.

31. Choose .NET Framework Version and set its value to V4.0 as shown below:



AVE Framework Version V4.0 Enable 32-Bit Applications V4.0 Managed Pipeline Mode V2.0 Name No Managed C Queue Length 1000 Start Automatically True E CPU Limit 0 Limit Action NoAction	ode	
Enable 32-Bit Applications V4.0 Managed Pipeline Mode V2.0 Name No Managed C Queue Length 1000 Start Automatically True CPU Limit 0 Limit 0 Limit Action NoAction	ode	
Managed Pipeline Mode v2.0 Name No Managed C Queue Length 1000 Start Automatically True E CPU Limit 0 Limit Action NoAction	ode	=
Name No Managed C Queue Length 1000 Start Automatically True CPU Limit Limit 0 Limit Action NoAction	ode	-
Queue Length 1000 Start Automatically True CPU Limit Limit Action NoAction		
CPU Limit 0 Limit Action		
Limit 0 Limit Action NoAction		
Limit O Limit Action NoAction		L
Limit Action NoAction		
Limit Interval (minutes) 5		
Processor Affinity Enabled False		
Processor Affinity Mask 4294967295		
Process Model		
Identity ApplicationPoo	olIdentity	
Idle Time-out (minutes) 20		
Load User Profile True		
Maximum Worker Processes 1		
Ping Enabled True		 1

32. Choose Enable 32-Bit Applications and set its value to True, as shown below:

	(General)		1
	.NET Framework Version	v4.0	
	Enable 32-Bit Applications	True 🔹	
	Managed Pipeline Mode	True	
	Name	False	Ξ
	Queue Length	1000	
	Start Automatically	True	
Ξ	CPU		
	Limit	0	
	Limit Action	NoAction	
	Limit Interval (minutes)	5	
	Processor Affinity Enabled	False	
	Processor Affinity Mask	4294967295	
-	Process Model		
	Identity	ApplicationPoolIdentity	
	Idle Time-out (minutes)	20	
	Load User Profile	True	
	Maximum Worker Processes	1	
	Ping Enabled	True	Ŧ



33. Select **Managed Pipeline Mode** option using the dropdown menu and select **Integrated** option as shown below:

.l E	NET Framework Version		-
E		v4.0	
	Enable 32-Bit Applications	True	
N	Managed Pipeline Mode	Integrated 🗨	
P	Name	Integrated	
C	Queue Length	Classic	1
S	Start Automatically	True	1
Ξ (CPU		
L	limit	0	
L	imit Action	NoAction	
L	imit Interval (minutes)	5	
P	Processor Affinity Enabled	False	
P	Processor Affinity Mask	4294967295	
ΞP	Process Model		
I	dentity	ApplicationPoolIdentity	
I	dle Time-out (minutes)	20	
L	.oad User Profile	True	
N	Maximum Worker Processes	1	
P	Ping Enabled	True	•

34. Press OK and close the Internet Information Services (IIS) Manager and Administrative Tools window.

Please restart your computer after you have made the above mentioned configurations so that the changes can be applied.

3.2 IIS & .NET Framework Configurations for Windows Server 2012, 2016 & 2019

Please perform following configurations of IIS & .NET Framework on a machine that is operating on Windows Server 2012, 2016 or 2019 OS prior to installation of Rainbow CTI & Media Bridge on it.

1. Click on the Windows button by dragging the cursor to the bottom right corner. This opens the following screen:





2. Go to search bar and type **Control Panel** as displayed below:



3. Click on **Programs** option that is highlighted below:

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4. Click on **Turn Windows features on or off** as highlighted below:



Following screen is displayed when you click on Turn Windows features on or off:

Server Ma	anager • Dashboard		
Dashboard	WELCOME TO SERVER MANAGE	ER	
All Servers	1 C	onfigure this local server	
	QUICK START	Add roles and features	
	3 WHAT'S NEW 4	Add other servers to manage Create a server group	
	5	Connect this server to cloud service:	5
	LEARN MORE		
	ROLES AND SERVER GROUPS Roles: 1 Server groups: 1 Server File and Storage	s total: 1	
	Services		All Servers T
	Manageability Events	Manageability Events	Manageability Events
	Performance	Services	Services
	BPA results	Performance	Performance
		BPA results	BPA results
		11/6/2020 4:00 AM	11/6/2020 4:00 AM

5. In the Server Manager, click on Add Roles and Features and click on Next button as highlighted below:



2	Add Roles and Features Wizard
Before you begin	DESTINATION SERVER WIN-NRMM9HK6TQH
Before You Begin Installation Type Server Selection	This wizard helps you install roles, role services, or features. You determine which roles, role services, or features to install based on the computing needs of your organization, such as sharing documents, or hosting a website.
Server Roles	To remove roles, role services, or features: Start the Remove Roles and Features Wizard
Features Confirmation Results	 Before you continue, verify that the following tasks have been completed: The Administrator account has a strong password Network settings, such as static IP addresses, are configured The most current security updates from Windows Update are installed If you must verify that any of the preceding prerequisites have been completed, close the wizard, complete the steps, and then run the wizard again. To continue, click Next.
	Skip this page by default
	< Previous Next > Install Cancel

Once on next screen, click on **Role-based or feature-based installation** option and click on **Next** as highlighted below:

2	Add Roles and Features Wizard	_ D X
Select installation	n type	DESTINATION SERVER WIN-NRMM9HK6TQH
Before You Begin	Select the installation type. You can install roles and features on a running p machine, or on an offline virtual hard disk (VHD).	ohysical computer or virtual
Server Selection	Role-based or feature-based installation Configure a single server by adding roles, role services, and features.	
Features Confirmation Results	 Remote Desktop Services installation Install required role services for Virtual Desktop Infrastructure (VDI) to cre or session-based desktop deployment. 	eate a virtual machine-based
	< <u>P</u> revious <u>N</u> ext >	Install Cancel

ALE International proprietary and confidential. Copyright © 2021. All rights reserved. 6. This is the server selection screen, select your desired **Server** and then Click **Next** as highlighted below:

B	Add Roles and Features Wizard				
Select destination	on server			DESTINATION WIN-NRMM9	SERVER HK6TQH
Before You Begin Installation Type Server Selection	Select a server or a virtual Select a server from the Select a virtual hard dis	Select a server or a virtual hard disk on which to install roles and features. Select a server from the server pool Select a virtual hard disk			
Server Roles Features Confirmation	Server Pool				
Results	Name WIN-NRMM9HK6TQH	IP Address 172.20.22.108	Operating System Microsoft Windows Server 201	2 R2 Standard	
	1 Computer(s) found This page shows servers th Add Servers command in S collection is still incomplet	nat are running Win Server Manager. Off ie are not shown.	dows Server 2012, and that have b line servers and newly-added serv	been added by u vers from which o	sing the data
		< Pre	vious Next >	nstall	ancel

On the next screen, scroll down and go to the Web Server (IIS) option.

When you click on the **Web Server (IIS)** option. Once open, click on the box next to **Include Management tools (if applicable)** as shown below:

Add Roles and Features Wizard	
Add features that are required f	or Web Server (IIS)?
The following tools are required to mana nave to be installed on the same server.	age this feature, but do no
 Web Server (IIS) 	
Management Tools	
[Tools] IIS Management Con	sole
Include management tools (if appli	cable)
	Add Features Cance

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Then click on Add Features	button as displayed below:
----------------------------	----------------------------



Following screen is displayed when you click on Add Features button. Web Server (IIS) option is checked. Click on Next button.

📥 Add Roles and Features Wizard		- 🗆 X
Select server roles		DESTINATION SERVER WIN-Q3DREI9MDK5
Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Select one or more roles to install on the selected server. Roles Active Directory Lightweight Directory Services Active Directory Rights Management Services Device Health Attestation DHCP Server Fax Server Fax Server Fax Server Fat Server	Description Web Server (IIS) provides a reliable, manageable, and scalable Web application infrastructure.
	Windows Deployment Services Windows Server Essentials Experience Windows Server Update Services Vindows Server Update Services Vindows Server Update Services Vindows Server Update Services Vindows Server Update Services 	> Install Cancel

7. Expand the option of **NET Framework 3.5 Features** on the next screen by clicking on the ▷ icon. Following menu of features will be displayed:

B	Add Roles and Features Wizard	_ D X
Select features		DESTINATION SERVER WIN-NRMM9HK6TQH
Before You Begin	Select one or more features to install on the selected server.	
Installation Type	Features	Description
Server Selection Server Roles Features Confirmation Results	▲ INET Framework 3.5 Features (1 of 3 installed) ✓ .NET Framework 3.5 (includes .NET 2.0 and 3.0) □ HTTP Activation □ Non-HTTP Activation □ NET Framework 4.5 Features (2 of 7 installed) □ Background Intelligent Transfer Service (BITS) □ BitLocker Drive Encryption □ BitLocker Network Unlock □ Data Center Bridging □ Direct Play □ Enhanced Storage □ Failover Clustering ✓ III	.NET Framework 3.5 combines the power of the .NET Framework 2.0 APIs with new technologies for building applications that offer appealing user interfaces, protect your customers' personal identity information, enable seamless and secure communication, and provide the ability to model a range of business processes.
	< Previous Next	> Install Cancel

8. Select **Features** from the left panel and a dialogue box will be displayed as shown below:

Sciect icutures	🚡 Add Roles and Features Wizard 🗙	WIN-INRIMINISHKOTQH
Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Add features that are required for HTTP Activation? You cannot install HTTP Activation unless the following role services or features are also installed. .NET Framework 4.5 Features ASP.NET 4.5 Web Server (IIS) Management Tools [Tools] IIS Management Console Web Server Application Development .NET Extensibility 3.5 Security	ion tivation supports process n via HTTP. Applications HTTP Activation can start o dynamically in response to ms that arrive over the via HTTP.

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9. Select [Tools] IIS Management Console and click on Add Features option as highlighted below:



10. Both features will be activated in this manner as highlighted below:

a	Add Roles and Features Wizard	_ D X
Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Desufts	Add Roles and Features Wizard Select one or more features to install on the selected server. Features Image: Installed inst	DESTINATION SERVER WIN-NRMM9HKSTQH Description Non-HTTP Activation supports process activation via Message Queuing, TCP and named pipes. Applications that use Non-HTTP Activation can start and stop dynamically in response to work items that arrive over the network via Message Queuing, TCP and named pipes.
Results	dictocker Network Unlock BranchCache Client for NFS Data Center Bridging Direct Play Enhanced Storage Failover Clustering <	> Install Cancel

ALE International proprietary and confidential. Copyright © 2021. All rights reserved. 11. Now expand .NET Framework 4.5 Features as displayed below and check the box next to the feature ASP .NET 4.5



12. Expand **Windows Process Activation Service** and check all the features listed under this option as highlighted below

B	Add Roles and Features Wizard	_ D X
Select features Before You Begin Installation Type Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Select one or more features to install on the selected server. Features Windows Identity Foundation 3.5 Windows Internal Database Windows PowerShell (3 of 5 installed) Windows Process Activation Service NFT Environment 3.5 Configuration APIs Windows Server Backup Windows Server Backup Windows Server Backup Windows Set Storage Management Windows Server Migration Tools Windows Standards-Based Storage Management Windows Server Migration Tools Windows Server Vince Windows Server Vince Windows Server Vince Windows Server Migration Tools Windows Server Migration Tools Windows Server Migration Tools Windows Server Windows Virger Virg	DESTINATION SERVER WIN-NRMM9HKSTQH
	< Previous Next >	> Install Cancel

Press Next Button. Following screen of Web Server Roles (IIS) is displayed:





13. Click on Next and screen for Role Services is displayed. Check Boxes next to features Common HTTP Features, Default Document, Directory Browsing, HTTP Errors and Static Content as highlighted below:

2	Add Roles and Features Wizard	_ D X
Select role service Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Add Roles and Features Wizard S Select the role services to install for Web Server (IIS) Role services	DESTINATION SERVER WIN-NRMM9HK6TQH
	Request Monitor	v
	< Previous Ne	ext > Install Cancel

14. Now move to next option of **Health and Diagnostics** and check boxes next to features **HTTP Logging** and **Request Monitor** as highlighted below:

<u>ک</u>	Add Roles and Features Wizard	_ D X
Select role service	es	DESTINATION SERVER WIN-NRMM9HK6TQH
Before You Begin	Select the role services to install for Web Server (IIS)	
Installation Type	Role services	Description
Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	✓ Static Content HTTP Redirection WebDAV Publishing ✓ Health and Diagnostics ✓ HTTP Logging Custom Logging Custom Logging ODBC Logging ODBC Logging ✓ Request Monitor Tracing ✓ Performance Static Content Compression Dynamic Content Compression ✓ Security ✓ Ⅲ >	Request Monitor provides infrastructure to monitor Web application health by capturing information about HTTP requests in an IIS worker process. Administrators and developers can use Request Monitor to understand which HTTP requests are executing in a worker process when the worker process has become unresponsive or very slow.
	< Previous Nex	t > Install Cancel

15. Now move to next option of **Performance** and check box next to feature **Static Content Compression** as highlighted below:

à	Add Roles and Features Wizard	_ D X
Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Add Roles and Features Wizard S Select the role services to install for Web Server (IIS) Role services Request Monitor Request Monitor Request Monitor Static Content Compression Dynamic Content Compression A Security Request Filtering Basic Authentication Centralized SSL Certificate Support Client Certificate Mapping Authentication Digest Authentication IIS Client Certificate Mapping Authentication IIS Client Certificate Mapping Authentication	DESTINATION SERVER WIN-NRMM9HK6TQH Description Static Content Compression provides infrastructure to configure HTTP compression of static content. This allows more efficient use of bandwidth. Unlike dynamic responses, compressed static responses can be cached without degrading CPU resources.
	IP and Domain Restrictions URL Authorization	> Install Cancel

16. Now move to next option of **Security** and check boxes next to features **Request Filtering**, **Basic Authentication** and **Windows Authentication** as highlighted below:
| Ъ | Add Roles and Features Wizard | _ D X |
|---|--|---------------------------------------|
| Select role service
Before You Begin
Installation Type
Server Selection
Server Roles
Features
Web Server Role (IIS)
Role Services
Confirmation
Results | Add Roles and Features Wizard S S Select the role services to install for Web Server (IIS) Role services Static Content Compression Dynamic Content Compression Security Request Filtering Basic Authentication Centralized SSL Certificate Support Client Certificate Mapping Authentication Digest Authentication IIS Client Certificate Mapping Authenticatic IIP and Domain Restrictions | DESTINATION SERVER
WIN-NRMM9HKSTQH |
| | URL Authorization ✓ Windows Authentication ▶ □ Application Development ▲ □ FTP Server ✓ 111 | |
| | < Previous Next | > Install Cancel |

17. Now move to next option of Management Tools and check boxes next to features IIS Management Console, IIS 6 Management Compatibility, IIS 6 Metabase Compatibility, IIS 6 Scripting Tools, IIS 6 WMI Compatibility, IIS Management Scripts and Tools and Management Service as highlighted below:

2	Add Roles and Features Wizard	_ _ X
Select role service Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Add Koles and Peakines Wizard 2S Select the role services to install for Web Server (IIS) Role services IP and Domain Restrictions URL Authorization Windows Authentication P Application Development FTP Server Management Tools IIS 6 Management Compatibility IIS 6 Management Console IIS 6 Scripting Tools IIS 6 WMI Compatibility IIS 6 Management Scripts and Tools Management Service	DESTINATION SERVER WIN-NRMM9HKBTQH Description Management Tools provide infrastructure to manage a Web server that runs IIS 8. You can use the IIS user interface, command-line tools, and scripts to manage the Web server. You can also edit the configuration files directly.
	< Previous Next	t > Install Cancel

When you click on any of the box next to the highlighted features above, following screen is displayed:



Click on Add Features button as displayed below:

dd Roles and Features Wizard	×
add features that are required for IIS 6 Scripting ools?	
ou cannot install IIS 6 Scripting Tools unless the following role rvices or features are also installed.	
 Web Server (IIS) Management Tools IIS 6 Management Compatibility IIS 6 WMI Compatibility 	
Include management tools (if applicable) Add Features Cancel	
ou cannot install IIS 6 Scripting Tools unless the following role evvices or features are also installed. • Web Server (IIS) • Management Tools • IIS 6 Management Compatibility IIS 6 WMI Compatibility IIS 6 WMI Compatibility Concel	

Once all the options are checked, following screen will be displayed:

	Add Roles and Features Wizard	_ _ X
Select role service Before You Begin Installation Type Server Selection Server Roles Features Web Server Role (IIS) Role Services Confirmation Results	Add Roles and reatures wizard Select the role services to install for Web Server (IIS) Role services I P and Domain Restrictions URL Authorization Windows Authentication Application Development FTP Server Management Tools IIS Management Console IIS 6 Management Scripts and Tools IIS Management Service IIS 6 Management Service IIS 6 Management Service	DESTINATION SERVER WIN-NRMM9HK6TQH Description Management Service allows the Web server to be managed remotely from another computer using IIS Manager.
	< III >	t > Install Cancel

18. Now expand option of Application Development and check all features in its expanded menu except for Web Socket Protocol as highlighted below. Also add features of ISAPI Extensions and ISAPI Filters as displayed below:







19. Click on **Next** button displayed at the bottom and confirmation screen will be displayed. Check the box next to **Restart the destination server** as highlighted below on confirmation screen. Following pop up will be displayed:

	tion selections	DESTINATION SERVE
.committe instance	ition selections	WIN-Q3DREI9MDK
Before You Begin	To install the following roles, role services, or features or	n selected server, click Install.
Installation Type	Restart the destination server automatically if requir	red
Server Selection	Optional features (such as administration tools) might be	e displayed on this page because they have
Server Roles	been selected automatically. If you do not want to install their check boxet.	I these optional features, click Previous to cle
Features	Add Roles and Features Wizard	×
Web Server Role (#S)	.NET Framework	
Role Services	HTTP Actival If a restart is required, this	s server restarts automatically, without
Confirmation	Non-HTTP A Additional notifications. L	Do you want to allow automatic restarts?
Results.	.NET Framework	
	Web Server (IIS)	Yes No
	Management Tools	
	IIS 6 Management Compatibility	
	IIS 6 Management Compatibility IIS 6 Management Console	
	IIS 6 Management Compatibility IIS 6 Management Console IIS 6 Scripting Tools	
	IIS 6 Management Compatibility IIS 6 Management Console IIS 6 Scripting Tools	

Click on **Yes** button as highlighted on the pop up window below:

Confirm installat	ion selections	DESTINATION SERVER WIN-Q3DREI9MDK5
Before You Begin	To install the following roles, role services, or features on select	ted server, click Install.
Installation Type	Restart the destination server automatically if required	
Server Selection	Optional features (such as administration tools) might be displ	ayed on this page because they have
Server Roles	been selected automatically. If you do not want to install these their check hoves	e optional features, click Previous to clear
Features	Add Roles and Features Wizard	×
Web Server Role (IIS)	.NET Framework	
Role Services	HTTP Activat	r restarts automatically, without
Confirmation	Non-HTTP A Additional notifications. Do you	want to allow automatic restarts?
Results	.NET Framework	
	ASP.NET 4.6	Yes No
	Web Server (IIS)	
	IIS 6 Management Compatibility	
	IIS 6 Management Console	
	IIS 6 Scripting Tools	
	100 C M	~
	Export configuration settings	
	Specify an alternate source path	

20. Now click on **Install** button available at the bottom of the window as highlighted below to install all the above selected features:

A	Add Roles and Features Wizard	_ 🗆 X
Confirm installatio Before You Begin Installation Type	ON SELECTIONS To install the following roles, role services, or features on selected server, click ☑ Restart the destination server automatically if required	destination server Win-nrmm9hk6tqh : Install.
Server Selection Server Roles Features	Uptional features (such as administration tools) might be displayed on this pa been selected automatically. If you do not want to install these optional featu their check boxes.	ge because they have res, click Previous to clear
Web Server Role (IIS) Role Services Confirmation Results	.NET Framework 4.5 Features ASP.NET 4.5 Web Server (IIS) Management Tools IIS 6 Management Compatibility IIS 6 Management Console IIS 6 Scripting Tools IIS 6 Metabase Compatibility IIS 6 WMI Compatibility	
	IIS Management Console Export configuration settings Specify an alternate source path	v Install Cancel

21. Once you click on Install, screen with installation progress bar will be displayed:



If you are installing Rainbow CTI & Media Bridge on Windows Server 2019 and face an error while performing the above step, then following steps have to be performed to resolve this issue:

• Insert the Windows installation media in the form of either a CD or through a bootable disc format.

- Launch Command Prompt. You can employ multiple options to launch a command prompt, though the simplest ones would be to type in cmd in the Windows Search field.
- Type in the following command in Command Prompt interface

Dism /online /enable-feature /featurename:NetFX3 /All /Source:[cd drive]:\sources\sxs /LimitAccess

IMPORTANT!! Make sure that in the highlighted portion, you enter the drive name that is associated with your CD-ROM/bootable device.

Once you have performed these actions, start performing the pre-requisite IIS & .NET framework configurations on Windows Server 2019 from step 1.

22. Once installation is completed, click on **Close** button as highlighted below:

a	Add Roles and Features Wizard	_ □ X
Installation progre	ess	DESTINATION SERVER WIN-NRMM9HK6TQH
Before You Begin	View installation progress	
Installation Type	i Feature installation	
Server Selection		1
Server Roles	Installation succeeded on WIN-NRMM9HK01QH.	
Features	.NET Framework 4.5 Features	^
Web Server Role (IIS)	ASP.NET 4.5	=
Role Services	Web Server (IIS)	
Confirmation	IIS 6 Management Compatibility	
Results	IIS 6 Management Console	
	IIS 6 Scripting Tools	
	IIS 6 Metabase Compatibility	
	IIS 6 WMI Compatibility	
	IIS Management Console	~
	Management Service	
	You can close this wizard without interrupting running tasks. View task pr	ogress or open this Details
	Event on Evention of the settions	
	Export configuration settings	
	< Previous Next > Cl	ose Cancel

23. Now go back to the **Control Panel** and select **Administrative Tools** as highlighted below:

🔾 🗸 📴 🕨 Control Panel 🔸 All Cont	rol Panel Items 🕨			 Search Control Panel
Adjust your computer's settings				View by: Large icons 🔻
A 2050 IP Softphone (32-bit)	Y Action Center	Administrative Tools	AutoPlay	Backup and Restore
🛐 Color Management	👸 Credential Manager	Date and Time	륝 Default Programs	📑 Desktop Gadgets
Device Manager	Devices and Printers	Display	🚱 Ease of Access Center	Folder Options
Fonts	Getting Started	📢 HomeGroup	IDT Audio Control Panel	lndexing Options
Intel(R) Graphics and Media	Internet Options	Java (32-bit)	< Keyboard	Location and Other Sensors
Mail (32-bit)	I Mouse	Network and Sharing Center	Notification Area Icons	NVIDIA Control Panel
Performance Information and Tools	Personalization	Phone and Modem	Power Options	Rograms and Features
Recovery	Region and Language	RemoteApp and Desktop Connections	Sound	Speech Recognition
Sync Center	🕵 System	Taskbar and Start Menu	Troubleshooting	User Accounts
Windows Anytime Upgrade	Windows CardSpace	Windows Defender	Windows Firewall	🔯 Windows Mobility Center
Windows Update				

24. Select Local Security Policy as highlighted below:

🌗 Terminal Services	8/22/2013 8:39 AM	File folder	
Component Services	8/21/2013 11:57 PM	Shortcut	2 KB
🛃 Computer Management	8/21/2013 11:54 PM	Shortcut	2 KB
📸 Defragment and Optimize Drives	8/21/2013 11:47 PM	Shortcut	2 KB
震 Disk Cleanup	8/21/2013 11:57 PM	Shortcut	2 KB
🔝 Event Viewer	8/21/2013 11:55 PM	Shortcut	2 KB
Internet Information Services (IIS) 6.0 Ma	8/21/2013 11:50 PM	Shortcut	2 KB
💦 Internet Information Services (IIS) Manager	8/21/2013 11:50 PM	Shortcut	2 KB
🔝 iSCSI Initiator	8/21/2013 11:57 PM	Shortcut	2 KB
🛃 Local Security Policy	8/21/2013 11:54 PM	Shortcut	2 KB
Microsoft Azure Services	11/21/2014 7:19 PM	Shortcut	2 KB
📷 ODBC Data Sources (32-bit)	8/21/2013 4:56 PM	Shortcut	2 KB
📷 ODBC Data Sources (64-bit)	8/21/2013 11:59 PM	Shortcut	2 KB
Performance Monitor	8/21/2013 11:52 PM	Shortcut	2 KB
Resource Monitor	8/21/2013 11:52 PM	Shortcut	2 KB
📠 Security Configuration Wizard	8/21/2013 11:45 PM	Shortcut	2 KB
🔁 Server Manager	8/21/2013 11:55 PM	Shortcut	2 KB
😹 Services	8/21/2013 11:54 PM	Shortcut	2 KB
🛃 System Configuration	8/21/2013 11:53 PM	Shortcut	2 KB
🔁 System Information	8/21/2013 11:53 PM	Shortcut	2 KB
😥 Task Scheduler	8/21/2013 11:55 PM	Shortcut	2 KB
📝 Windows Firewall with Advanced Security	8/21/2013 11:45 PM	Shortcut	2 KB
📧 Windows Memory Diagnostic	8/21/2013 11:52 PM	Shortcut	2 KB
📷 Windows PowerShell (x86)	8/22/2013 8:37 AM	Shortcut	3 KB
📷 Windows PowerShell ISE (x86)	8/21/2013 11:55 PM	Shortcut	2 KB

Double Click on Local Policies option in the left menu and following options will be displayed:





25. Double click on **User Rights Assignment** option from the displayed menu as highlighted below and the right hand screen will display a list of rights as shown below:

Local Security Policy			x
File Action View Help			
🗢 🔿 🗡 🖬 🗙 🗟 🛛 🎫			
 Security Settings Account Policies Local Policies Audit Policy User Rights Assignment Security Options Windows Firewall with Advanced Security Opticies Public Key Policies Software Restriction Policies Software Restriction Policies Software Restriction Policies Application Control Policies Advanced Audit Policy Configuration 	Policy Image: Access Credential Manager as a trusted caller Image: Access this computer from the network Image: Access this component from the networe <t< td=""><td>Security Setting Everyone, Administrators LOCAL SERVICE, NETWO Guest, Administrators, Us Administrators, Backup Everyone, LOCAL SERVIC LOCAL SERVICE, Admini LOCAL SERVICE, Admini Administrators LOCAL SERVICE, NETWO</td><td>E</td></t<>	Security Setting Everyone, Administrators LOCAL SERVICE, NETWO Guest, Administrators, Us Administrators, Backup Everyone, LOCAL SERVIC LOCAL SERVICE, Admini LOCAL SERVICE, Admini Administrators LOCAL SERVICE, NETWO	E
< •	 Create grown objects Create permanent shared objects Create symbolic links Debug programs Deny log on as a batch job Deny log on as a service Deny log on locally Deny log on through Remote Desktop Services Fnable computer and user accounts to be trusted for delega 	Administrators Administrators Guest Guest	Ŧ

26. Now go to the right hand side panel, double click on the command Log on as a service, as shown below:

Local Security Policy			×
File Action View Help			
🗢 🔿 🞽 📊 🗙 🗒 🛃 🖬			
 Security Settings Account Policies Local Policies Audit Policy User Rights Assignment Security Options Windows Firewall with Advanced Security Network List Manager Policies Public Key Policies Software Restriction Policies Software Restriction Policies IP Security Policies on Local Compute Advanced Audit Policy Configuration 	Policy Image: Second	Security Setting Administrators LOCAL SERVICE,NETWO LOCAL SERVICE,NETWO USers Administrators LOCAL SERVICE,NETWO Administrators,NT SERVI Administrators LOCAL SERVICE,NETWO Administrators,Backup Administrators,Backup Administrators,Backup Administrators,Backup Administrators,Backup Administrators,Backup	
< •	Image: Synchronize directory service data Image: Synchronize data Image: Synchronize data Image: Synchronize data Image: Synchronize data Image: Syncholing data Image: S	Administrators	- -

27. Click on Add User or Group, as shown below:

Log on as a service Properties	?	x
Local Security Setting Explain		
Log on as a service		
*S-1-5-21-3359668262-405374246-914518071-1794 *S-1-5-21-3359668262-405374246-914518071-500 ASP.NET v4.0 DefaultAppPool IIS_IUSRS MyAppWorkerProcess NETWORK SERVICE NT SERVICEVALL SERVICES NT SERVICEVALL SERVICES NT SERVICEVMSSQLSERVER SQLServer2005SQLBrowserUser\$LPT-009M-AQEEL SQLServerSQLAgentUser\$LPT-009M-AQEEL SQLServerSQLSERVER SQLServerSQLAgentUser\$LPT-009M-AQEEL SQLServerSQLSERVER SQLServerSQLSERVER SQLServerSQLSERVER SQLServerSQLSERVER SQLServerSQLSERVER SQLSE		
OK Cancel	Apply	

28. To add a New User, click on the highlighted button Advanced, as shown below:



Select this object type:		
Users, Service Accounts, Groups, or Buil	t-in security principals	Object Types
From this location:		
ground room look		Locations
Enter the object names to select (<u>example</u>	15):	
Enter the object names to select (<u>example</u>	ss) :	Check Names
Enter the object names to select (<u>example</u>	<u>is):</u>	Check Names
inter the object names to select (<u>example</u>	<u>s):</u>	Check Names

29. To display the **list of users**, click on the highlighted button **Find Now** as highlighted below:

lumns nd Now Stop	Colum Find 1 Sto			Starts with Starts with Starts with Counts g password logon:	Name: S Description: S Disabled acc Non expiring Days since last
ancel	DK Can				earch results:
		In Folder	Description	E-Mail Address	me (RDN)
	ок С	In Folder	Description	E-Mail Address	arch results: ne (RDN)

30. A list of users is displayed in the lower section as displayed below. Select the **Administrator** and click **OK** as shown below:



Select User	s or Groups
Select this object type:	
Users or Built-in security principals	Object Types
From this location:	
WIN-NRMM9HK6TQH	Locations
Common Queries	
Name: Starts with V	Columns
Description: Starts with V	Find Now
Disabled accounts	Stop
Non expiring password	
Days since last logon: 🛛 🗸	//
Search results:	OK Cancel
Name In Folder	^
Administrator WIN-NRMM9H	
	=
Authenticated	
A BATCH	
CONSOLE L	
CREATOR G	
R Everyone	
Minimum WIN-NRMM9H	~

The User has now been selected so click OK to finish the process as shown below:

Select Users or Groups	S	x
Select this object type:		
Users or Built-in security principals	Object Ty	pes
From this location:		
WIN-NRMM9HK6TQH	Location	ns
Enter the object names to select (<u>examples</u>):		
WIN-NRMM9HK6TQH\Administrator	Check Na	ames
Advanced	OK Can	cel

31. The user is shown below, under Local Security Settings section. Now click OK, as shown below.

Log on as a service Properties ? X
Local Security Setting Explain
Log on as a service
IIS APPPOOL\.NET v2.0 IIS APPPOOL\.NET v2.0 Classic IIS APPPOOL\.NET v4.5 IIS APPPOOL\.NET v4.5 Classic IIS APPPOOL\Classic .NET AppPool NT_SERVICE\ALL_SERVICES WIN-NRMM9HK6TQH\Administrator
Add User or Group Remove
OK Cancel Apply

- 32. Close the Local Security Policy window and also close the Administrative Tools window.
- 33. Go to the **Control Panel** select **Administrative Tools** and double click on the **Internet Information Services (IIS) Manager** window as shown below:



☆ Favorites ■ Desktop	Name	Date modified	Type		
Desktop			1364	Size	
m	Component Services	7/14/2009 10:57 AM	Shortcut	2 KB	
Downloads	🛃 Computer Management	7/14/2009 10:54 AM	Shortcut	2 KB	
📳 Recent Places	Data Sources (ODBC)	7/14/2009 10:53 AM	Shortcut	2 KB	
	🚼 Event Viewer	7/14/2009 10:54 AM	Shortcut	2 KB	
潯 Libraries	🍃 Internet Information Services (IIS) 6.0 Manager	10/20/2016 6:03 PM	Shortcut	2 KB	
Documents	💦 Internet Information Services (IIS) Manager	10/20/2016 1:15 PM	Shortcut	2 KB	
🚽 Music	😥 iSCSI Initiator	7/14/2009 10:54 AM	Shortcut	2 KB	
Pictures	🛃 Local Security Policy	10/19/2016 6:37 AM	Shortcut	2 KB	
🛃 Videos	Performance Monitor	7/14/2009 10:53 AM	Shortcut	2 KB	
	🕞 Print Management	10/19/2016 6:37 AM	Shortcut	2 KB	
🖳 Computer	😹 Services	7/14/2009 10:54 AM	Shortcut	2 KB	
🚢 Local Disk (C:)	🛃 System Configuration	7/14/2009 10:53 AM	Shortcut	2 KB	
👝 Local Disk (E:)	🔊 Task Scheduler	7/14/2009 10:54 AM	Shortcut	2 KB	
🔮 CD Drive (G:)	🔗 Windows Firewall with Advanced Security	7/14/2009 10:54 AM	Shortcut	2 KB	
🚍 Share Data (\\172.20.0.2) (Z:)	🔊 Windows Memory Diagnostic	7/14/2009 10:53 AM	Shortcut	2 KB	
🗣 Network	😹 Windows PowerShell Modules	7/14/2009 11:32 AM	Shortcut	3 KB	

Following Window is displayed:

v j	Internet Information Services (IIS) Manager	_ D X
€ S WIN-NRMM9HK6TQH →		😰 🛛 🟠 🔞 -
File View Help		
Connections Connections	WIN-NRMM9HK6TQH Home Filter: • • • Go • • Show All Group by: Area • · · · · · · · · · · · · · · · · · ·	Actions Manage Server Restart Start Start Start View Application Pools View Stes Change .NET Framework Version G Get New Web Plufform Components
	Providers Session State SMTP E-mail	P Hep
	Vorker Processes Management Configurat Feature Vises Editor Diegation Persons Users Editor Clegation Persons Users Service Configurat	
Per tu	E reatures view	
keady		*1 .:

34. Now expand **PC name** from the left hand panel and select **Application Pools**, in the left hand side panel, as shown below:

e 3			Internet Infor	mation Service	s (IIS) Manager		
WIN-NRMM9HK6TQH Application Pools							😂 🛛 🗿 😥
File View Help							
Connections	Applicat	ion Po	ols				Actions
Q 🔒 🖄 😥		ION FO	013				Add Application Pool
a Start Page ↓ Start Page ↓ WIN-NRMM9HK6TQH (WIN-NRMM9HK6TQH\Administrator)	This page lets you view	wand man	hage the list of a	pplication pools on	the server. Application	n pools are associated with worker pro-	cesses, Set Application Pool Defaults
Application Pools	Cittan Cite of More of	ppicotion			N. C.		нер
⊳- <u>e</u> Sites	Name A	Statur	NET CLR V	Managed Pinel	No Grouping	Applications	
	ANET v2.0	Started	v2.0	Integrated	ApplicationPoolId	0	
	.NET v2.0 Classic	Started	v2.0	Classic	ApplicationPoolld	0	
	NET v4.5	Started	v4.0 v4.0	Integrated Classic	ApplicationPoolId	0	
	Classic .NET Ap	Started	v2.0	Classic	ApplicationPoolld	0	
	DefaultAppPool	Started	v4.0	Integrated	ApplicationPoolld	1	
	100 c						
	Features View	ontent Vie	ew				

35. The **Applications Pools** pane appears in the central pane. Click on **DefaultAppPool** as highlighted below. Now go to the **Actions** panel on the right hand side, and click on **Advanced Settings**:

8		Internet Infor	mation Services	(IIS) Manager		_ _ X
€ WIN-NRMM9HK6TQH → Application Pools						🖬 🖂 🚱 •
File View Help						
Connections	Application This page lets you view. contain one or more app Filte: NeT v2.0 MET v2.0 Classic Classic.NET Ap Classic.NET Ap DefaultAppPool	ntent View	plication pools on ong diff Managed PipeL. Integrated Classic Classic Classic Integrated Classic	the server. Applications rent applications. No Grouping Identity ApplicationPoold ApplicationPoold ApplicationPoold ApplicationPoold	pools are associated with worker processes, Applications 0 0 0 0 1	Actions Set Application Pool Set Application Pool Defaults Application Pool Tasks Start Start Basic Settings Recycling Advanced Settings Remove View Applications Help
Ready						4 .:

Following screen is displayed when you click on **Advanced Settings**. Click on **Enable 32-Bit Applications** and set its value to **True**, as shown below:



T Framework Version ble 32-Bit Applications naged Pipeline Mode ne sue Length t Automatically	v4.0 True False Touo	
ble 32-Bit Applications naged Pipeline Mode ne sue Length t Automatically	True True False 1000 True	
naged Pipeline Mode ne :ue Length t Automatically	True False	
ne eue Length t Automatically	False	
ue Length t Automatically	1000 True	-11
t Automatically	True	-11
1	The	
•		
it	0	
it Action	NoAction	
it Interval (minutes)	5	
cessor Affinity Enabled	False	
cessor Affinity Mask	4294967295	
cess Model		
ntity	ApplicationPoolIdentity	
Time-out (minutes)	20	
d User Profile	True	
imum Worker Processes	1	
g Enabled	True	
	it Action it Interval (minutes) cessor Affinity Enabled cessor Affinity Mask cess Model ntity Time-out (minutes) d User Profile cimum Worker Processes g Enabled 32-Bit Applications e32BitApnOnWin641 If set f	it Action NoAction it Interval (minutes) 5 cessor Affinity Enabled False cessor Affinity Mask 4294967295 cess Model tity ApplicationPoolIdentity Time-out (minutes) 20 d User Profile True timum Worker Processes 1 g Enabled True 232-Bit Applications e32-Bit Applications

36. Select **Managed Pipeline Mode** option using the dropdown menu and select **Integrated** option as shown below:

	(General)	
	.NET Framework Version	v4.0
	Enable 32-Bit Applications	True
	Managed Pipeline Mode	Integrated 💌
	Name	Integrated
	Queue Length	Classic
	Start Automatically	True
Ξ	CPU	
	Limit	0
	Limit Action	NoAction
	Limit Interval (minutes)	5
	Processor Affinity Enabled	False
	Processor Affinity Mask	4294967295
Ξ	Process Model	
	Identity	ApplicationPoolIdentity
	Idle Time-out (minutes)	20
	Load User Profile	True
	Maximum Worker Processes	1
	Ping Enabled	True
M [n IS	lanaged Pipeline Mode nanagedPipelineMode] Configu API extension, or in Integrated M to the request processing pipelin	res ASP.NET to run in Classic Mode as an lode where managed code is integrated ne.



37. Press **OK** and close the **Internet Information Services (IIS) Manager** and **Administrative Tools** window.



4 Rainbow CTI & Media Bridge Installation

IMPORTANT!! Windows Defender must be turned off during installation.

1. All the above listed configurations must be made before you proceed to this section. Double click the Rainbow CTI & Media Bridge.exe to start the installation. It is important that you run the setup as administrator as highlighted below:



2. Your installation will begin by extraction of files as shown below:



3. You will be prompted to install Microsoft .NET Framework 4.8:

<u>,</u>	Microsoft .NET Framework
.N	ET Framework 4.8 Setup Please accept the license terms to continue.
	MICROSOFT SOFTWARE SUPPLEMENTAL LICENSE TERMS
	.NET FRAMEWORK AND ASSOCIATED LANGUAGE PACKS FOR MICROSOFT WINDOWS OPERATING SYSTEM
	Microsoft Corporation (or based on where you live, one of its affiliates) licenses this supplement to you. If you are licensed to use Microsoft Windows operating system software (the "software"), you may use this supplement. You may not use it if you do not have a license for the software. You may use this supplement with each validly licensed copy of the software.
	The following license terms describe additional use terms for this
	I have read and accept the license terms.
	For data collection information, read the <u>Microsoft Privacy Statement</u> .
	Install Cancel

4. Check the option box next to I have read and accept the license terms and click on Install button that becomes enabled as soon as you click on the option next to I have read and accept the license terms.



Microsoft .NET Framework	□ X
.NET Framework 4.8 Setup Please accept the license terms to continue.	.NET
MICROSOFT SOFTWARE SUPPLEMENTAL LICENSE TERMS	^ =
.NET FRAMEWORK AND ASSOCIATED LANGUAGE PACKS FOR MICROSOFT WINDOWS OPERATING SYSTEM	
Microsoft Corporation (or based on where you live, one of its affiliates) licenses this supplement to you. If you are licensed to us Microsoft Windows operating system software (the "software"), yo may use this supplement. You may not use it if you do not have a license for the software. You may use this supplement with each validly licensed copy of the software.	e pu
The following license terms describe additional use terms for this	~
have read and accept the license terms.	
For data collection information, read the <u>Microsoft Privacy Statement</u> .	
Install	Cancel

5. Installation will start off and following screen is displayed once Microsoft .NET Framework is successfully installed.





Once you click on **Finish** button, you might receive a pop up prompting you to restart your machine. Click on **Restart Later** option as highlighted below to continue with installation process.

Microsoft .NET 2015
You must restart your computer to complete the installation. If you choose Restart Later, applications dependent on .NET Framework may stop working.
Restart Now Restart Later

If .NET Framework is already installed on your machine, then following Window will be displayed:



🚽 Microsof	t .NET Framework		×
A You	r installation will not occur. See below for reasor	ns why.	
<u>Details</u>			
.NET Fran	nework 4.8 or a later update is already installed	on this computer.	
More informa	ation about <u>blocked</u> .NET Framework 4.8 installa	tions.	
a		Continue	se

6. Now you will be prompted to install Microsoft Visual C++ 2015-2022 as shown below:





7. Tick the check box to accept the license agreement and then click **INSTALL** to begin the installation as shown below:

闄 Microsoft	t Visual C++ 2015-2022 Redistributable (x64) - 14 —	×
N	Microsoft Visual C++ 2015-2022 Redistributable (x64) - 14.30.3070	4
MICROSO	OFT SOFTWARE LICENSE TERMS	^
MICROSO	OFT VISUAL C++ 2015 - 2022 RUNTIME	
These lice based on a software r	ense terms are an agreement between Microsoft Corporation (or where you live, one of its affiliates) and you. They apply to the named above. The terms also apply to any Microsoft services or	~
🗹 l agree to	o the license terms and conditions	
	Install Clos	e

Following screen will be presented.



Wait, for the installation to be completed.

Installation successful. Click **CLOSE.** Once you click on **Close** button, you might receive a pop up prompting you to restart your machine. Click on **Restart Later** option to continue with installation process.



If Microsoft Visual C++ 2015 is already installed on your machine, then you will be asked to modify setup. Simply click on Close button as displayed below:



A pop up will be displayed to confirm cancellation of Microsoft Visual C++ 2015 setup. Click on Yes, as shown below:



8. Now you will be presented with the installation screen for Rainbow CTI & Media Bridge. Click on Next as shown below:

Alcatel·Lucent



9. Please read the information on the screen carefully. Once read, select "I accept the license agreement" option and click on the **Next** button, as shown below.

🙀 Rainbow CTI & Media Bridge (Panasonic) Setup — 🛛	×
License Agreement You must agree with the license agreement below to proceed.	Rainbow"
IMPORTANT - PLEASE READ CAREFULLY	^
This Software License Agreement (hereinafter referred to as this "Agreement") is between (a) You, the end user (i.e. the legal person or entity that by its agents or representatives uses the Software and/or Documentation as defined in Section 1 below) (hereinafter referred to as "You" or the "Licensee"), and (b) the entity You contracted with to be supplied with the	*
 I accept the license agreement I do not accept the license agreement Rainbow Connector Installation Wizard 	
Reset < Back Next > Ca Screensbet Welseme Window	incel

ALE International proprietary and confidential. Copyright © 2021. All rights reserved.



10. You are now asked to provide local machine account or domain **Username** and **Password** that will allow Rainbow CTI & Media Bridge for logging onto servers or to run application services.

😹 Rainbow CTI & Media Bridge (Panasonic) Setup	—	□ ×
Logon Information The following logon information is used by Rainbow CTI & Media Bridge (Panasonic).		Rainbow
Local Machine Information Username : Administrator Password : ••••••		
Rainbow Connector Installation Wizard < Back Next	>	Cancel

11. The program is asking you to browse for a suitable directory for Rainbow CTI & Media Bridge. If you have no preference, accept the default and click **Next**, as shown below.

😥 Rainbow CTI & Media Bridge (Panasonic) Setup —	×
Destination Folder Rainbow CTI & Media Bridge (Panasonic) installion path.	N
The Installation Wizard will install the files for Rainbow CTI & Media Bridge (Panasonic) in the following folder.	
You can choose not to install Rainbow CTI & Media Bridge (Panasonic) by clicking Cancel to exit the Installation Wizard.	
Destination Folder C: \Program Files (x86) \Alcatel-Lucent Enterprise \	
Rainbow Connector Installation Wizard < <u>B</u> ack <u>N</u> ext > Cance	9

Screenshot-Request for folder selection

- 12. Behind this screen is an install script ready to execute and configure the files of the Rainbow CTI & Media Bridge application
- 13. All the choices and options you have made with regards to Rainbow CTI & Media Bridge are now being implemented.
 - A progress bar will appear while the application is being installed, as shown below.

🖟 Rainbow CTI & Media Bridge (Panasonic) Setup 🦳 —	
Updating System The features you selected are currently being installed.	Rainbow
Copying new files File: Rainbow_animation.gif Directory: C:\Program Files (x86)\Alcatel-Lucent Enterprise\\ Size: 68864	
Rainbow Connector Installation Wizard	Cancel

Screenshot-Updating System

14. Your application has been successfully installed when you see this screen. Click Finish button as shown below:

😸 Rainbow CTI & Media Bridge	e (Panasonic) S	Setup	_		\times
Rainbow™	Rainbor (Panase succes Click the Finish	w CTI & onic) has sfully ins	Media Br s been stalled. this installation.	idge	
		< <u>B</u> ack	<u>F</u> inish	Cance	2



Now Rainbow CTI & Media Bridge has been successfully installed in your system.

Once installation has been completed, you need to provide necessary permissions to the user for the installation path. So go to the default installation path as mentioned below:

C:\Program Files (x86)\Alcatel-Lucent Enterprise

If you have provided a different installation path at the time of installation then go that particular installation path.

Once you have accessed the above path, select the **Rainbow CTI and Media Bridge** folder and right click on it. Go to **Properties** option as highlighted below:

 Compute 	r 🕨 Local Disk (C:) 🕨 Program Files (x86) Alcatel-Lucent Enterprise	• •	
🍃 Open	Include in library 🔻 Share with	 New folder 		
	Name	Date modified	Туре	Size
	🎉 Rainbow CTI and Media Bridge	Open	lder	
ds Jaces		Open in new window		
aces		Share with	+	
		Restore previous versions		
nts		Include in library	*	
		Send to	•	
		Cut		
		Сору		
		Create shortcut		
		Delete		
	_	Nename		
	L	Properties		

Click on Security tab and click on Edit button to change permissions.

aeneral Sharing Security Pre	evious Versions Lustomize	
Object name: C:\Program File:	s (x86)\Alcatel-Lucent Enter	prise\
Group or user names:		
SYSTEM		
& Administrators (usethis-PCV	Administrators)	
🎎 Users (usethis-PC\Users)		
To change permissions, click Ed	t. Edit	
Permissions for Users	Allow Den	v
Full control		
Modifu		- 0
Bead & execute	1	=
List folder contents	,	
Read	1	
Write		-
For special permissions or advan click Advanced.	ced settings, Advanc	ed
Learn about access control and	permissions	

Check all the permissions for logged in user as highlighted below and then press Ok.

Permissions for Rainbow CTI and Media Bridge						
Security						
Object name: C:\Program Files (x86)\Alcatel-Lucent Enterprise\R						
Group or user names:						
& CREATOR OWNER						
SYSTEM						
Administrators (usethis-PC\Administrators)						
🕵 Users (usethis-PC\Users)						
용 TrustedInstaller						
	Add Remove					
Permissions for Users	Allow Deny					
Full control						
Modify						
Read & execute						
List folder contents	V					
Read	V					
Learn about access control and permissions						
OK	Cancel Apply					



5 Verification Procedure

Once you have done with **Rainbow CTI & Media Bridge** installation, you will find a shortcut on your desktop. You can verify the installation by double clicking the icon.



Rainbow CTI & Media Bridge Shortcut

6 Rainbow CTI & Media Bridge Interface

The installation is now completed and after you click Rainbow CTI & Media Bridge Shortcut a login screen is displayed as shown below:

	EN 👻
Welcome toCTI & Media Bridge	Connect to CTI & Media Bridge Administration Please enter the usemame Username *
	Enter your password
	Login
@ ■ 0 ₽ %	By continuing, you agree to: the Terms of Service and the Privacy Policy

Please enter following credentials when you are logging into the Rainbow CTI & Media Bridge for the first time after installation:

Username: admin

Password: admin

You should be able to view the main screen below.



R Rainbow [™]	≡ CTI & Media Bridge । ver	rsion 4.0.0.4		(A) :		
Scontrol Panel -	5ystem					
▶ System	Consistent Constant Descal					
Dashboard	Services Control Manei					
🕲 Active Calls	🕐 Rainbow CTI & Media Bridge - Stopped					
Active Extensions						
💮 Settings 🛛 👻	Running Statistics					
Configuration						
РАВХ	Started at Running time	N/A N/A				
🗟 Extensions						
Ø Media Gateway	Connectivity Statistics					
General Y						
📴 System Settings	Rainbow XMPP	Disconnected				
& Business Partner	Telephone System (Panasonic)	Disconnected				
Benort an Issue	Last Heartbeat At	N/A				

Screenshot-Web Admin Control Panel
enterprise.alcatel-lucent.com

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